

FAQ for Refund Reissue

Procedure to apply for refund reissue:

1. Logon on to www.incometaxindiaefiling.gov.in with your user ID and Password.
2. Go to MY Account → Refund Reissue Request
3. Screen below appears, you need to enter the necessary details and click on submit button.

REFUND REISSUE SCREEN

The screenshot shows the 'Refund Re-issue Request' form in a Windows Internet Explorer browser. The page header includes the e-Filing logo and navigation links. The form fields are as follows:

PAN *	<input type="text"/>
Assessment Year *	2012-13
CPC Communication Reference Number *	CPC/1213/P1/12295273
Refund Sequence Number (as per CPC Order) *	7004339453
Date of Birth/Incorporation (DD/MM/YYYY) *	21/03/1945
-Captcha Code	<input type="text"/>
Image	
Enter the number as in above image *	270680

A blue callout bubble labeled 'Refer Point No. 4' points to the 'CPC Communication Reference Number' field. To the right of the form, there are instructions:

Instructions

- Fields marked with asterisk (*) are mandatory
- Select the Date of Birth/Incorporation from the calendar provided.
- Enter the Communication Reference Number and the Refund Sequence Number as provided in the Intimation sent from CPC.
- ECS provision is for amount upto ₹ 50000. Amount above ₹ 50000 can be sent by cheque.

At the bottom of the form is a 'Validate' button. The browser's address bar shows the URL: <http://10.10.3.34:7788/e-Filing/MyAccount/RefundReissueRequest.html>

4. Please refer to the pictorial representation shown below; indicating the CPC reference number and refund sequence number as can be seen in the Order u/s 143(1)/154, Income Tax Act, 1961.

Intimation Pictorial Representation:

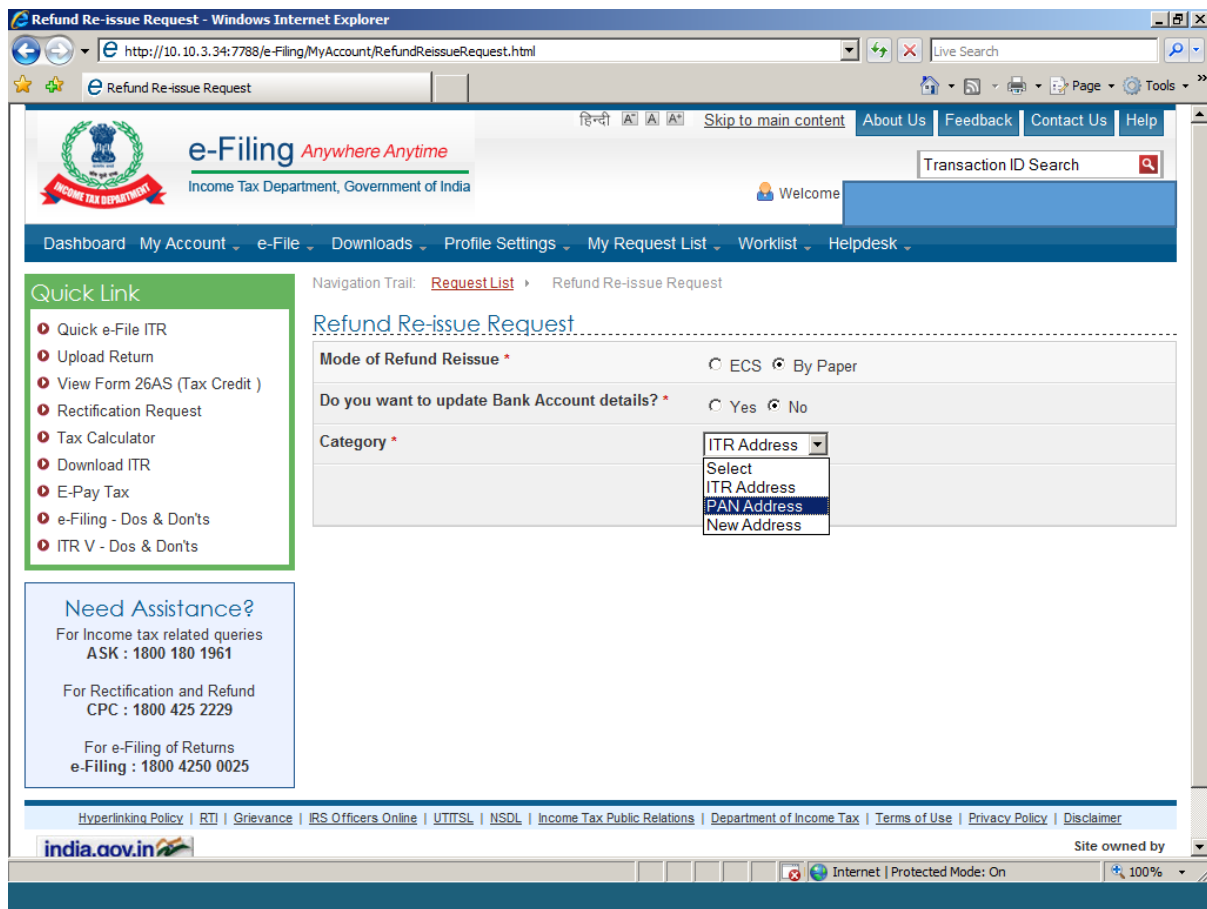
नाम और पता Name & Address		पत्र संदर्भ संख्या Communication Reference No. CPC/1011/P2/xxxxxxxxxx	
		प्रतिदाय अनुक्रम संख्या Refund Sequence No.: xxxxxxxxxx	
		स्थायी खाता संख्या PAN	निर्धारण वर्ष A.Y.
लिंग Gender	आई टी आर प्रकार ITR Type	आदेश की तिथि Date of Order:	
प्रास्थिति Status	<i>Return filed under section <<139(1)>></i>	इ फाइलिंग पावती संख्या E-Filing Acknowledgement No:	
आवासीय स्थिति Residential status		मूल विवरणी दाखिल करने की देय तिथि Due Date for Filing Original Return	विवरणी दाखिल करने की तिथि Date of Filing Return

5. Assessee has two option to apply Refund Reissue- ECS or Paper.
6. **ECS Mode:** Select mode of Refund reissue, Bank Account Details – Can be changed, if required, category and click submit.

Refund Re-issue Request

Mode of Refund Reissue *	<input checked="" type="radio"/> ECS <input type="radio"/> By Paper
Do you want to update Bank Account details? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Category *	Select <input type="text"/>
<input type="button" value="Submit"/>	

7. **Paper Mode:** If assessee applies refund reissue through Paper mode. This option envisages the assessee to get refund through cheque to the address selected by the assessee.



8. Refund Reissue related to AY 2008-09 to be applied through response letter to CPC.
9. Paper return which were processed at CPC, refund reissue can be applied only through sending response directly to CPC.
10. Please note that from AY 2013-14 onwards, Assessee need enter IFSC code instead of MICR code for refund.
11. Find below the table with reasons for refund failure at CPC and the resolution thereof.

Sl.No	Reason for Refund Failure	Resolution
1	Expired Cheque	Your refund cheque has been expired. You are requested to apply for refund reissue to claim your refund. The refund reissue can be applied through online by following the procedure given above.
2	Incorrect A/C No	The account number provided by you was incorrect. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following the procedure given above.
3	House Locked	The refund cheque dispatched was returned since the house was locked. You are requested to apply for refund reissue to claim your refund. The refund reissue can be applied through online by following the procedure given above.
4	Party Shifted	The refund cheque dispatched was returned as the concerned party was not available at the address provided. You are requested to apply for refund reissue to claim your refund by updating the new address. The refund reissue can be applied through online by following the procedure given above.
5	No such Address	The refund cheque dispatched was returned as the address provided was incorrect. You are requested to apply for refund reissue to claim your refund by updating the new address. The refund reissue can be applied through online by following the procedure given above.
6	No such person	The refund cheque dispatched was returned as the concerned person was not available at the address provided. You are requested to apply for refund reissue to claim your refund. The refund reissue can be applied through online by following the procedure given above.
7	Incorrect MICR code/unavailable	The MICR code provided by you was incorrect or not provided. You are requested to apply for refund reissue by providing the correct MICR code to claim your refund. The refund reissue can be applied through online by following the procedure given above.
8	Account has been closed	The account number provided by you was closed. You are requested to apply for refund reissue to claim your refund with new account number. The refund reissue can be applied through online by following the procedure given above.
9	Account Description incorrect	The account description provided by you was incorrect. You are requested to apply for refund reissue to claim your refund with correct account description or with new account number. The refund reissue can be applied through online by following the procedure given above.
10	Others	<p>In case the reason for non-issuance, is shown as 'Other' please check the below details and respond accordingly.</p> <ol style="list-style-type: none"> 1. Address given for dispatch is a foreign address: It is found from our records that you have requested the refund cheque to be dispatched to a foreign address (as mentioned in your return of income).Hence, you are requested to provide a valid Indian address. The refund reissue can be applied through online by following the procedure given above. 2. Death of person and account is on hold. <p>In case of death of an assessee, legal heir can do the following steps:</p>

		<ul style="list-style-type: none"> • Need to approach to CPC with request and await for CPC communication in this regard. • On receiving the communication, kindly contact your jurisdictional AO along with relevant proof. • After verification, if the Jurisdictional AO approves the legal heir claim, refund will be routed to your bank account. <ol style="list-style-type: none"> 3. Account is under attachment by court/IT. 4. Account holder KYC is pending. 5. Account details given are other than Current Account or Saving Bank Account. 6. Minor assessee has attained majority and fresh documentation is pending. <p><i>For the above reasons 1, 3, 4, 5, 6 and for any other reason which is not reflected above please contact SBI Call center 18004259760 for further details</i></p>
11	Mandatory fields missing:(Account Number/Account Name/Account Type/Address1/City/State/Pincode)	Mandatory fields like Account Number, Account Name, Account Type, Address line 1, City, Pincode were not provided by you. You are requested to apply for refund reissue to claim your refund by providing the above mentioned mandatory details. The refund reissue can be applied through online by following the procedure given above.
12	Incorrect A/C Number Length	The account number provided by you was incorrect. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following the procedure given above.
13	Invalid A/C Number	The account number provided by you was invalid. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following the procedure given above.
14	Invalid A/C Number: Between two special characters there should be atleast one alphabet/number	The account number provided by you was invalid. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following the procedure given above.
15	Invalid A/C Number: First Character in A/C No should be an alphabet/number only	The account number provided by you was invalid. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following the procedure given above.
16	Invalid A/C Number: Last Character in A/C Number should be a number	The account number provided by you was invalid. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following the procedure given above.
17	Invalid A/C Number: Numeric string between alphabets or special characters cannot be all zeros	The account number provided by you was invalid. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following the procedure given above.
18	Invalid character in A/C Number	The account number provided by you was invalid. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following the procedure given above.
19	Address not valid: Invalid characters or too long address	The address provided by you was too long. You are requested to apply for refund reissue by providing the correct address to claim your refund. The

		refund reissue can be applied through online by following the procedure given above.
20	Invalid character in Account Name or Name too short	The account name provided by you had invalid character or name too short. You are requested to apply for refund reissue by providing the correct account name to claim your refund. The refund reissue can be applied through online by following the procedure given above.
21	No numeric digit in Account Number	The account number provided by you was invalid. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following procedure given above.
22	Invalid IFSC code	The IFSC code provided by you was invalid. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following above.
23	Name mismatch with Bank account holder	The account number provided by you had a name mismatch. You are requested to apply for refund reissue by providing the correct account number or name to claim your refund. The refund reissue can be applied through online by following
